

## Smart Life Bundle

### Terms & Conditions

1. The Smart Life Bundle promotion offers customers the opportunity to purchase a Tuya Starter Pack with a complimentary Amazon Echo Dot (3rd generation) when they bundle with any dream broadband plan, including customers who either:
  - a. Sign up to any dream broadband plan on a 12-month or 24-month contract.
  - b. Re-contract their existing dream broadband plan on a 12-month or 24-month contract.
  - c. Migrate their legacy home broadband plans to dream broadband plan on 12-month or 24-month contract.
2. The Smart Life Bundle is applicable for all new and existing residential customers who subscribe to dream broadband service (herein referred to as 'eligible customers').
3. Customers who sign up to dream broadband service via selected imagine Centre are able to sign up for Smart Life Bundle (herein referred to as 'eligible entries').
4. Any customers other than residential customers will not be eligible for the Smart Life Bundle unless otherwise stated.
5. Customers who are subscribed to imagine employee plans, corporate employee plans and business broadband plans are not eligible for Smart Life Bundle.
6. Customers who have signed up to the Smart Life Bundle will not be entitled to any other promotion or device bundle until either the contract period is completed or the penalty fee is settled.
7. The Smart Life bundle is only available at imagine Centre stated as follows:
  - i. Citis Square, Berakas
  - ii. The Mall, Gadong
  - iii. Panaga, Kuala Belait
8. Upfront payment of the Smart Life bundle will vary according to the customer's chosen plan subscription and contract period.

| Dream Broadband Plan | Contract Period | Price         |
|----------------------|-----------------|---------------|
| 100GB                | 12 Months       | \$260         |
|                      | 24 Months       | \$210         |
| 250GB                | 12 Months       | \$160         |
|                      | 24 Months       | \$60          |
| 500GB                | 12 Months       | \$100         |
|                      | 24 Months       | Complimentary |
| Unlimited            | 12 Months       | Complimentary |
|                      | 24 Months       | Complimentary |

Customers who sign up to dream broadband service via online at imagine's website (<https://imagine.com.bn/>) are not eligible for Smart Life Bundle.

9. Any upgrades or change of plans by customers would require the renewal of their existing contract to be eligible for the Smart Life Bundle (hereon referred to as 'recontract').
10. Upgrades or change of plans via imagineBroadband app or Web Self-Care will not be eligible for the Smart Life Bundle.
11. One Smart Life bundle can only be bundled with one (1) service number.
12. Service cancellations for new sign-ups.
  - i. In the event, that the customer requests for a service cancellation within ten (10) working days of the agreed appointment date during application, no refunds will be entertained for the Smart Life bundle.
  - ii. In the event that the customer requests for a service cancellation due to a delay by the service provider, any upfront payments made for the service installation and Smart Life bundle will be refunded.
  - iii. In the event that the customer requests for a service cancellation due to reasons including but not limited to lack of infrastructure, non-standard installation or additional external costs, refund request shall be reviewed by imagine.

#### 13. Downgrade Terms

Eligible customers who have successfully signed up to dream broadband service are not allowed to downgrade their plan for the duration of the contract period upon successful activation. In the event that the customer downgrades within the chosen contract period, a downgrade fee will be charged and the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and device penalty fee.

#### 14. Termination Terms

In the event that the customer terminates their dream broadband service within the chosen contract period, the customer is required to pay all necessary fees and charges, including but not limited to the rental charges for the remaining months of the contract period and cost of the device. Customer may keep the devices once termination request is successful.

15. For new dream broadband sign-ups, the device will only be provided upon service activation at the customer's premise within three (3) to five (5) working days.

#### 16. Device warranty

*Warranty will activate upon the date of purchase at imagine Centre or agreed date of delivery between the customer and sales representative.*

- i. **Customer on Smart Life bundle on 24 months contract:**  
Tuya devices – 1-year warranty + 1-year extended warranty.  
Amazon device – 1-year warranty.  
*\*This applies to add-on devices as well.*

**ii. Customer on Smart Life bundle on 12 months contract:**

Tuya devices – 1-year warranty.

Amazon device – 1 year.

*\*This applies to add-on devices as well.*

- iii. For future claims or one-to-one replacement or any issues in relation to the device, the customer will be required to present their imagine's receipt to Smart Space located as addressed below:

No.1, 1st Floor,  
Block C Urairah Complex, Kg. Kiulap  
Bandar Seri Begawan BE1518  
Negara Brunei Darussalam

Contact No.: +673 744 2477

Email address: [info@smart-space.me](mailto:info@smart-space.me)

**17. Change of ownership**

- i. Any change of account ownership by the customer, except in the event of death or otherwise consented by imagine, will be deemed as a breach of contract and will require the customer to pay penalty fees (early termination fees).

**18. Recontract to sign up for Smart Life Bundle**

- i. Any upgrades or change of plans would trigger the recontract to be eligible for the device bundle.
- ii. Customer on existing 12 months or 24 months contract can sign up and recontract without any penalty fees. The new contract term must not be less than customer's existing remaining terms.
- iii. Customers who signed up for imagine's January Broadband Refresher 2020 promotion of 10% discount offer, their promotion reward will be forfeited upon signing up and recontract however, without any penalty fees. The new contract term must not be less than customer's existing remaining terms.
- iv. Customers who signed up for imagine's Bingo Bonanza 2021 promotion will need to pay all penalty fees and/or charges as necessary upon signup and recontract for the Smart Life bundle. The new contract term must not be less than customer's existing remaining terms.
- v. Customer on any imagine's device bundle i.e. mobile bundle or Mesh WiFi device bundle will need to pay a flat fee of the device to sign up and recontract for Smart Life bundle. The new contract term must not be less than customer's existing remaining terms.

**19. The customer shall also be bound by the following Terms & Conditions, which are deemed to be incorporated by reference:**

- i. The General Terms and Conditions of Service;
- ii. imagine Broadband Terms and Conditions;
- iii. These Specific Terms and Conditions are available on the imagine website or can be requested upon written request.

**20. imagine reserves the right to deem the offer void if the Customer does not comply with the terms and conditions specified for the Smart Life Bundle offer including imagine's General Terms and Conditions for Services as well as such other specific terms and conditions as may be agreed and accepted by the Customer. Such rights conferred by imagine under**

these terms and conditions shall be additional to the rights conferred by imagine under imagine's General Terms and Conditions for services and any other terms and conditions agreed and accepted by the Customer.pro

21. All details and particulars registered by the Customer must be true, accurate and complete.
22. imagine shall not be liable for any delay, failure or omission in carrying out this offering.
23. imagine shall not be liable for any claims, losses and damages sustained by the Customer.
24. *imagine* reserves the right at any time in its absolute, sole discretion, notwithstanding anything in these terms and conditions to cancel or make amendments(s) to this offer as well as the giveaways.
25. imagine reserves the right to alter these terms and conditions at any time, without prior notice.
26. Customers who sign up for the Smart Life Bundle shall accept the terms and conditions and the alteration thereof.
27. All decisions are at the discretion of imagine and shall be deemed final.